



## **FAQ – Participants**

### **Online Psychometry**

**Version 1.05**

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## **Welcome to the Online Diagnostics Participant Guide**

*This document provides answers to the most frequently asked questions about online testing.*

*Here, you will find useful information about the testing process, technical requirements, and recommendations to help you prepare as effectively as possible. Our goal is to ensure your experience with the diagnostics is as smooth and enjoyable as possible.*

*If you have any additional questions not addressed in this document, please feel free to contact our support team at [hotlinka@yellowcouch.eu](mailto:hotlinka@yellowcouch.eu).*

### **1. What is Online Psychometrics?**

*Online psychometrics uses modern tests and questionnaires to measure work potential, competencies, and motivation. It provides you with feedback on how you perform in these areas compared to others.*

### **2. What Are the Benefits of Psychometrics for Me?**

*Psychometrics provides detailed feedback on your abilities, skills, and motivations. It helps you better understand your strengths and potential, enabling you to leverage them in career planning or professional development.*

### **3. What Information Does the Diagnostic Provide?**

*The diagnostic provides an overview of your strengths and weaknesses. Strengths indicate areas where you have the potential to succeed, while weaknesses highlight opportunities for further development.*

### **4. What Is the Difference Between a Test and a Questionnaire?**

*Tests: Time-limited and evaluate performance based on correct and incorrect answers.*

*Questionnaires: Not time-limited, with no right or wrong answers, focusing on personality traits or motivations.*

*Both tools complement each other, providing a comprehensive perspective on your skills and attributes.*

### **5. When Will My Results Be Available?**

*Results are typically available in the system almost immediately. However, to obtain them, please contact the Test Administrator – the person who requested you to complete the tests.*

### **6. What Can Psychometrics Not Reveal?**

*Psychometrics does not measure specific professional knowledge or interpersonal chemistry. Instead, it focuses on aptitudes and potential related to work performance.*

## **7. What Are the Hardware and Software Requirements for Testing?**

To ensure a smooth testing process, we recommend the following setup:

- **Devices:**
  - A computer or laptop running Windows 10 or macOS 10.15 or newer.
  - Mobile devices with iOS 14+ (iPad, iPhone) or Android 10+ (e.g., tablets).
- **Internet:**
  - A stable connection with a minimum speed of 1 Mbps.
- **Browsers:**
  - Supported browsers include Chrome 90+, Edge 90+, Firefox 85+, and Safari 14+.
- **Screen Resolution:**
  - Minimum resolution of 1024 x 768 pixels; recommended resolution is 1920 x 1080 pixels.
- **Additional Equipment:**
  - For touch devices, we recommend connecting a keyboard and mouse.

Ensure your operating system and browser are updated to the latest version for compatibility.

## **8. Can I Prepare for the Testing?**

Each tool will guide you thoroughly beforehand. You can also prepare by visiting our [LinkedIn page](#), where we regularly post content related to psychometrics. We recommend completing the testing in a calm environment and while well-rested. This preparation is usually sufficient.

## **9. Do I Have to Complete the Tests in a Specific Order?**

Unless otherwise specified, you can complete the tests in any order. However, some systems automatically present the tests in a predefined sequence.

## **10. How Quickly Should I Work to Be Successful?**

We recommend working quickly but carefully. Stay focused and avoid distractions while completing the tasks.

## **11. How Long Does Testing Take?**

Including instructions, testing usually takes 15–120 minutes, depending on the type of test battery.

## **12. Can I Take Breaks During Testing?**

Once a test is started, it cannot be paused. However, you can take breaks between individual tests or questionnaires. To resume testing, use your unique Login-ID, so make sure to note it down.

### **13. What If Testing Is Interrupted?**

*In rare cases, technical issues such as browser crashes may interrupt the test. If this occurs, contact our support team at [hotlinka@yellowcouch.eu](mailto:hotlinka@yellowcouch.eu), and they will re-enable access to the test.*

### **14. What If I Lose My Individual Login-ID?**

*If you have misplaced your unique Login-ID, don't worry. Contact the support team at [hotlinka@yellowcouch.eu](mailto:hotlinka@yellowcouch.eu), and they will resend your ID so you can continue where you left off.*

### **15. What If I Cannot Log into the System?**

*If you have logged in before, contact support at [hotlinka@yellowcouch.eu](mailto:hotlinka@yellowcouch.eu).*

*If this is your first login, contact the person who provided you with the testing instructions.*

### **16. How Can I Verify That My Results Have Been Saved and Sent Correctly?**

*After logging into the system, check if your tests and questionnaires are marked with a completion icon. This confirms that your results have been saved successfully. If you don't see this icon, contact support at [hotlinka@yellowcouch.eu](mailto:hotlinka@yellowcouch.eu).*

### **17. What If I Cannot Select the Correct Answer?**

*This issue may be caused by technical incompatibility. Check the system requirements and ensure that you carefully read the instructions—some tasks may be purely instructional and do not require selecting an answer.*

### **18. Do I Need Any Additional Tools?**

*Typically, an internet-connected computer is sufficient. For some tests, having a calculator or pen and paper may be helpful.*

### **19. What If the System Shows My Test as Completed When It Isn't?**

*Contact the support team at [hotlinka@yellowcouch.eu](mailto:hotlinka@yellowcouch.eu), and they will help resolve the issue.*

### **20. How Do I Properly End a Test?**

*Tests generally end automatically when the time limit is reached. You will also see a confirmation that the test has been completed successfully.*

**21. How Are Online Tests Evaluated?**

Performance tests are scored based on correct and incorrect answers, while personality questionnaires record your responses without right or wrong outcomes.

**22. Will I Receive Any Feedback?**

Feedback is provided by the organization for which you completed the testing. Typically, you will receive a report with an evaluation of your results.

**23. What Happens If I Lose Internet Connection During Testing?**

If your internet connection is interrupted, the test may stop. Should this happen, contact technical support at **hotlinka@yellowcouch.eu**

**24. What If I Cannot Complete the Test Due to Health Issues?**

If health complications prevent you from completing the testing, inform the person who assigned the testing as soon as possible. Alternative arrangements, such as an extended deadline or adjusted testing environment, may be discussed.

**25. How Can I Contact the Support Team?**

Reach out to us at **hotlinka@yellowcouch.eu**. Provide details about the issue, including your name, email, and the client you are testing for. Attaching screenshots can also be helpful.

**26. How Do You Ensure That I Completed the Tests Myself?**

We use proven methods and tools to minimize the possibility of unauthorized completion or manipulation of answers. Any fraudulent behavior is considered a breach of ethical guidelines and could lead to disqualification or legal consequences. Some clients also verify results through follow-up interviews or retesting, and discrepancies may affect your candidacy.

**27. My Question Is Not Listed Here. What Should I Do?**

Contact the support team at **hotlinka@yellowcouch.eu** for further assistance.